

Maricopa County  
Ryan White Part A Program  
CAREWare and VPN Authorization Policies and Procedures

The following information has been outlined to identify the process, forms and policies used for authorization to access CAREWare maintained by the Ryan White Part A office.

### **Authorization Requirements and Procedure**

1. Each user that needs access to CAREWare must be assigned a VPN card and user id along with a CAREWare user id.
2. Complete VPN Request form and User Agreement and fax to the Ryan White Part A office at 602-506-6300.
3. Ryan White Part A office will process the request to Information Technology for completion of process.
  - a. Notification of Completed request within 72 hours
    - i. MCDPH – IT will email regarding the VPN authorization and policies
    - ii. Ryan White – Administrative Office will deliver VPN card device and provide the user with a CAREWare user id and initial password.
4. Software installation and setup is a responsibility of each provider and some assistance may be provided through the Title I office, but most assistance is done through the MCDPH – IT department at 602-506-4357.

### **Installation and Setup information:**

1. Download and Install CAREWare:

<http://www.jprog.com/tools/frmwk2.0/build545/rwcarewareclienttierssetup.msi>

2. Download and install the Microsoft .net version 1.1 sp 1

#### **Where can I download the .NET Framework 1.1?**

Version 1.1.4322.2032 or better is needed and it can be downloaded from [MS .NET Framework Version 1.1 Redistributable Package](#). Once you have installed the Redistributable Package you will need to download and install [Service Pack 1](#). You will also need to install another version which will bring them to version 1.1.4322.2407 this can be downloaded at [Version 2407](#).

3. You will also need to install the VPN software as described in the Remote Access instructions.
4. Setup the CAREWare Options

Launch the application and click on options and set the server to: 156.42.91.4 port is 8124 (default)

### **Contact Information:**

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